

Performance Dashboard FY17

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY16
Total Passengers	210,200	228,027	249,401	257,358	242,821	227,351	202,068	200,955	240,897	230,836	219,645	211,343	226,742			235,479
Pass/Rev Hour	26.30	24.85	27.04	25.92	26.23	24.69	21.66	21.47	23.49	23.87	24.00	23.76	24.44	22.00	26.00	25.80
Pass/Rev Mile	2.06	2.02	2.26	2.25	2.21	2.03	1.91	1.93	2.09	2.10	1.99	2.02	2.07	2.00	2.20	2.15
On-Time	97.07%	97.79%	92.27%	96.57%	95.92%	97.49%	98.70%	98.40%	98.82%	97.31%	94.51%	96.05%	96.74%	95%	98%	97.68%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY16
Total Passengers	14,481	16,095	14,562	14,157	14,251	14,791	13,756	11,778	14,424	13,368	14,681	14,300	14,220			15,260
Pass/Rev Hour	2.58	2.58	2.58	2.51	2.57	2.44	2.33	2.32	2.80	2.58	2.50	2.49	2.52	2.25	2.75	2.59
On-Time	90.90%	90.69%	89.42%	91.16%	90.12%	90.14%	91.29%	88.70%	90.83%	89.01%	88.19%	89.47%	89.99%	85%	90%	89.49%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY16
Preventable FR Accidents/ 100K miles	0.96	0.00	0.96	0.82	0.86	0.92	0.85	0.00	0.00	0.00	0.00	0.87	0.52	3	2	0.23
Preventable DR Accidents/10K miles	3.89	1.8	0	0	0	0	0	0	1.79	0.00	0.00	1.90	0.78	3	2	0.74
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY16
Fixed Route Miles Between Breakdowns w/ passenger interruption	17,378.33	18,987.00	20,865.00	20,254.17	19,275.67	21,823.00	22,514.00	49,457.00	57,304.00	26,385.00	38,178.00	23,044.00	27,955	20,000	25,000	21,935
Demand Response Miles Between Breakdowns w/ passenger interruption	25,675.50	27,849.00	26,318.50	25,958.00	53,627.00	55,013.00	52,297.00	44,851.00	55,264.00	48,910.00	54,521.00	17,574.67	40,655	15,000	20,000	36,413
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY16
Valid Complaints /100,000 pax FR	1.90	3.07	3.48	1.76	2.33	1.46	3.70	5.01	3.80	3.49	4.18	2.84	3.09	8	5	2.08
Valid Complaints /10,000 pax DR	0.85	0.00	3.28	1.70	4.08	3.27	1.71	3.97	2.40	0.89	0.80	1.63	2.05	4	2	1.42